



# iDMB

*A Newsletter for the Employees of the Department of Management and Budget*

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## DMB leaders base next steps on employee values comments

When DMB employees discussed how their personal values related to their work in state government, the conversations didn't end at the vision and values sessions where they offered the information. The comments were compiled for Department of Management and Budget leaders, who have used them to develop DMB's action plan.

"The information employees provided is valuable because we now know what is most important to them; the guesswork is gone," said Deputy Director Phyllis Mellon. "Our employees' constructive feedback pointed to the areas we need to address to strengthen and live the values within DMB."

One activity asked employees to identify what DMB needs to stop doing, start doing or do more to make the values of inclusion, excellence, integrity and teamwork evident in the department. Participants offered more than 1,260 specific comments, which DMB used to compile the department's final project report. That feedback framed recommendations for action that centered on three areas:

**Be inclusive.** Most of the comments - some 61 percent - involved issues of inclusion. Employees said staff in DMB need to:

- Delegate authority. Demonstrate confidence in others' ability.
- Plan, organize, prioritize, set deadlines and assign work more responsibly.
- Seek input, listen and follow up.
- Share information honestly, clearly and in a timely manner.
- Use teams more effectively and promote more collaboration across units and divisions.

**Be consistent.** Twenty percent of employee comments centered on issues of consistency. They said DMB needs to:

- Live the core values and model the behaviors we've agreed upon.
- Work together and communicate more effectively among different units and functions.
- Follow fair and respectful decision-making processes.

**At vision and  
values sessions,  
employees said  
DMB should:**

- **Be inclusive**
- **Be consistent**
- **Be adaptable**

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# News from the Offices

## Joint effort builds link to database

A joint venture between the Department of Management and Budget and the Department of Information Technology puts state government a step closer to linking the Statewide Land Database with other databases DMB uses to track property that is leased, managed and owned by the state.

Staff members from DMB's Real Estate Division and DIT's Michigan Center for Geographic Information worked together on the project. The effort will enable greater coordination of security, asset management, emergency response and long-term relocation and collocation strategy.

The Statewide Land Database contains information such as Global Positioning System locations, attributes and identifiers that MGCI uses to plot coordinates and develop highly detailed maps. Linking DMB and statewide databases offers the Real Estate Division better resources to manage the huge portfolio of state owned and leased properties.

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## DMBusiness: Pizzo outlines Financial Services initiatives

*Each month, DMBusiness offers perspectives on Department of Management and Budget priorities. This month, Financial Services Director Howard Pizzo answers questions that affect the department for 2004.*

### What is the Office of Financial Services doing to support DMB's 2004 priorities?

Leading the state's cost control efforts is a major priority. All DMB offices are resolute in reducing contract costs, eliminating state vehicle leases, consolidating space leases, cutting power usage and initiating other efforts to save more than \$170 million this year. So far, DMB has accomplished 35 percent of this target (see savings illustration). Each month, Financial Services provides Mitch Irwin with a report of these numbers that he shares with the governor.

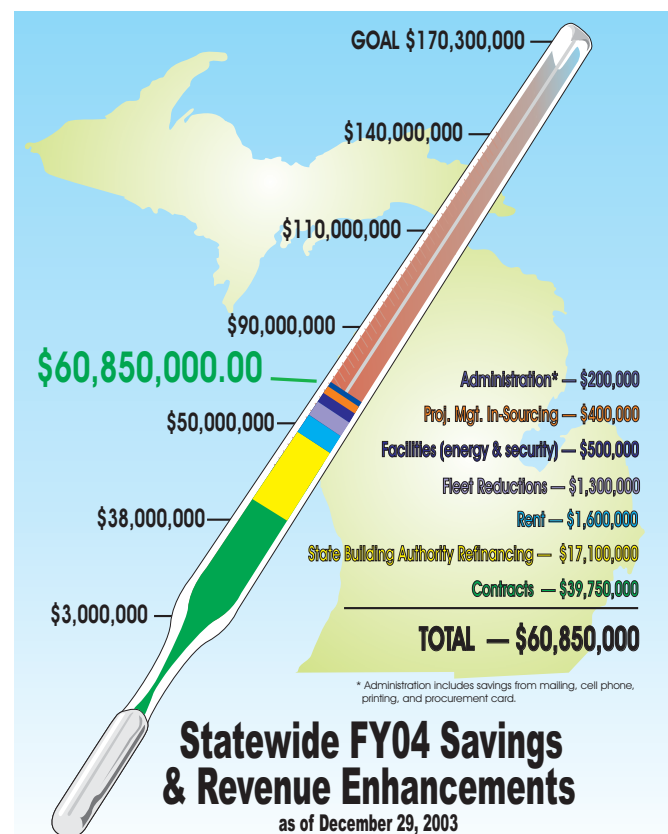
Within DMB, a Cost Busters team is proving that DMB can reduce spending on contracts, supplies, subscriptions, memberships, travel and cell phones. For the Cost Busters

analysis, Financial Services compares last year's expenses to this year's expenses. From October 2003 through December 2003, DMB has reduced these expenditures by 21 percent compared to the same time in 2002.

### What benefits will your office's efforts bring to DMB and state government?

Financial Services is developing a uniform method to report cost savings and identify ways to reduce costs. For example, Financial Services and Agency Services worked together to help programs reduce the cost of major mailings. This process is showing customers how to save by using the Internet, reducing the number of mailings, reducing the size and number of pages, or combining with other mailings.

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# News from the Offices

## DMBusiness

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Using the state's accounting system and billing information, we are helping programs identify options and opportunities to cut costs. Last year, we did this with cell phones, saving 9 percent, and cut the number of state credit cards by 22 percent.

**What do you need from all of us in DMB to help you succeed in your effort?**

We need DMB's ideas for further reducing costs and being more creative and effective. We encourage you to brainstorm for new ideas and submit them to "Your Idea Count\$." If you need help determining how much an idea might save, Financial Services can help you with the numbers. Finally, we need your encouragement and a supportive can-do attitude that is focused on excellent customer service and accomplishing goals.

## DMB helps accomplish goals outlined in governor's address

Dear DMB Colleagues,

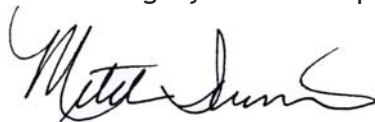
If you haven't yet had an opportunity to watch or read Governor Granholm's second State of the State address, I encourage you to do so. "Our Determination, Our Destination: A 21<sup>st</sup> Century Economy" is a map for Michigan's future with seven specific "roads" leading to a strong job-creating economy.

In her address, the governor recalled that a year ago: "Our citizens and businesses expected that we become more efficient, and we did...We trimmed hundreds of millions of dollars by cutting cell phone usage, turning off lights, calling in state cars, limiting out-of-state travel, canceling subscriptions, consolidating offices and reigning in no-bid purchasing."

Our success in achieving these goals was a result of teamwork between DMB employees and our colleagues in other departments and agencies. As the governor singled out last Tuesday, our efforts in DMB to make government efficient are crucial. The more nonessential spending is reined in and the more we share services across departments, the more tax dollars will be available to deliver critical services to Michigan citizens.

I know that in your day-to-day work, many of you see additional opportunities where we can save money or provide better services. With the employee suggestion program "Your Idea Count\$," you have a tool to provide us with those suggestions. To date, we have implemented 26 suggestions, saving more than \$71,000. I want to encourage all of you to use this vehicle so that we can benefit from your knowledge, experience and ingenuity.

We face a nearly \$1 billion shortfall with far fewer options to explore than last year. DMB achieved its 2003 goals through hard work, determination and creativity. We have been asked to do more in 2004-and we will deliver! Thank you again for your efforts, both past and present, as we keep Michigan on track, achieving fiscal integrity and developing a strong economy.



Mitch

*Note: The governor's State of the State Address can be found at [http://www.michigan.gov/gov/0,1607,7-168-23442\\_21981-84911--,00.html](http://www.michigan.gov/gov/0,1607,7-168-23442_21981-84911--,00.html)*

# News from the Offices

## Rapid Copy form online

With a few clicks of the mouse, state employees may now use their computers to place Rapid Copy orders online.

Instead of filling out paper forms, customers may visit <http://32.85.59.27/rapcop> to arrange for copying. The online resource lets customers complete ordering information, attach the electronic files from the computer, have jobs printed, and arrange delivery of completed orders - all without leaving their desks. The site features question-mark links to guide users through the process and generates e-mail status reports for the customer.

Realizing the need for a more convenient way to place orders, DMB Agency Services-Operations worked with Department of Information Technology's Enterprise Web Development division to create the new tool. DMB employees **Steve Baldwin**, **William St. Amour**, **Ron Batten** and **Vern Thelen** worked with DIT staff

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## Finance staff celebrate closing

### Office closes books for 2003

For the second year in a row, Financial Services staff successfully closed the books on the fiscal year ending Sept. 30 before the calendar year ended.

Financial Services completed all accounting closing entries for the Department of Management and Budget, Department of Information Technology and Executive Office for the fiscal year ending Sept. 30, 2003. Wrapping up the year-end process in a timely manner, meeting management needs, and following generally accepted accounting principles are among the measures Financial Services uses to track its performance.

Office Director **Howard Pizzo** thanked staff members for their efforts. He pointed out how their work was a reflection of DMB's values, which were adopted by the department in discussions related to the governor's Vision and Values Initiative.

"As we listened to presentations from our section leaders, we heard the words teamwork, inclusion and fun," Pizzo said. "Financial Services is living the values of DMB, and we are rewarded with excellence and success in our accomplishments."

On Dec. 2, Financial Services employees celebrated the successful closing with a reception. DMB Director **Mitch Irwin** and Deputy Director **Phyllis Mellon** were on hand to add their thanks and congratulations for a job well done.

During the gathering, Financial Services section leaders talked about the challenges staff faced and the importance of their accomplishment.

"As we discovered at one of our all-staff meetings, virtually everyone in Financial Services is doing a new job," said **Cindy Johnson**, manager.

Those barriers, however, did not hamper Financial Service's progress.

"We pulled together and used our teams to identify our challenges and overcome them," Johnson said.



Directors **Dave Quigley**, **Howard Pizzo** and **Patricia Lack** joined in the office reception to celebrate closing the books for 2003.

# News from the Offices



## Auditors join DMB staff

Four internal auditors from the Department of Treasury joined the Department of Management and Budget Jan. 5. The staff members include **Kevin Spitzley, John Nuyen, Bernie Brink and Alan Miller**. The new DMB staff members are located in the Director's Office on the first floor of the Lewis Cass Building.

## Rapid Copy offers new online form

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**Manoharan JA and Beth Cook** on the project.

Customers will find more information by visiting the Web site and selecting the "using online rapid copy order system" link or by calling 322-6254. Questions on any printing or mailing project can be sent to **DMB-PrintandMailConsulting Services@michigan.gov**.



## Employees praised for extra effort

A Detroit-area woman who dropped her wallet at a Capitol Complex parking meter Jan. 20 is singing the praises of three DMB employees.

Beatrice Friedlander, an attorney from Canton, dropped the wallet in the snow on Walnut Street. When she arrived at a meeting in Constitution Hall, she realized the wallet was missing. Although she retraced her steps immediately, she was unable to find it. That's because **Bernie Bullock** of the grounds crew had already retrieved the wallet and was hard at work trying to find its owner.

Because he was at the end of his shift, Bullock gave the wallet to coworker and grounds supervisor **Chris Rankin**. Rankin enlisted the help of his brother **Pat Rankin**, a parking officer, who helped locate the owner by calling the emergency contacts tucked in her wallet. Because Friedlander is an attorney, Rankin also called the Michigan Bar Association. Association staff said they knew Friedlander and offered to hold her wallet until she could retrieve it.

Friedlander's husband, who received one of Rankin's calls, contacted his wife and let her know where to find the wallet. She was able to pick it up later that day.

"I am sure you realize how relieved I am to know that such honest people found my wallet and thankful that they each made such an effort to get it back to me," Friedlander said in a letter to the Office of Facilities.

She offered the men a reward, which they declined.

**Todd Perry**, manager of the groundskeeping unit, and **Joe Ostrowski**, director of Tenant Services, thanked Friedlander for her effort to recognize the DMB employees.

"Our leadership actively promotes good citizenship values like this, including integrity specifically," Perry told Friedlander. "It is fantastic to see such great examples of these values exercised in our daily duties."

Living  
the  
Values

# News from the Offices

## Employee loses home to fire

Employees across DMB pulled together last week to help a co-worker whose home in Durand was destroyed by fire Wednesday.

Acquisition Services/Logistics employee **Jeremy Hall** and his family - wife Kim and son Austin - were not home at the time of the fire.

Within 24 hours, employees from across DMB contributed money to help the Halls with their immediate needs. **Scott Somers**, mail distribution supervisor, called the department's response extremely generous and kind.

"It far exceeded what anyone expected," he said.

Other DMB employees who would like to assist the Hall family may contact Somers, 322-6981, for information.

## DMB offers values comments

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**Be adaptable.** Nineteen percent of respondents commented on adaptability issues. They asked that DMB:

- Seek out and apply customer feedback in decision making.
- Be more flexible and receptive to change.
- Make learning a priority. Develop employee capabilities.
- Encourage innovation, risk-taking and creativity.

The final report identified recommendations for action in three key areas: leader and manager development, communication and individual responsibility. Specific items were identified for departmental action. In addition, staff in each DMB office have compiled their own plans to implement these actions. The plans incorporate activities from the DMB plan and add relevant activities for individual offices. Office directors will share the details of these plans with their employees over the next several weeks.

Mellon stressed her commitment to the promise she made to DMB employees at the vision and value sessions which was "If each of you provide us with your feedback on what DMB needs to do to live the values, then Director Irwin and I will take action to implement those suggestions."

"Our next steps include putting into practice the suggestions provided by our employees through the implementation of vision and value plans in each office," Mellon said. "We also will continue our department-wide communication activities as well as office brainstorming sessions between now and June 1 with Director Mitch Irwin."

Office directors will be providing details on the brainstorming sessions and how you can participate. These brainstorming sessions will focus on innovative ideas for doing things more effectively to save money while still providing good services.

"These activities represent the beginning of our implementation," she said. "Living the values starts with each of us as we *become the change we want to see*. Please continue to make living the values part of your daily effort and advise us on how we are doing."

The full DMB vision and values report and the individual action plans will be available later this month on the DMB Web site. Specific Web addresses will be announced in the iDMB Weekly when the documents are posted.



# News from the Offices

## Correspondents:

**Acquisition Services**  
Marilyn Becker  
Penny Saïtes

**Agency Services**  
Geneva Hawthorne  
**Director's Office**  
Jeanette Doll

**Financial Services**  
Terri Powers

**Office of Facilities**  
Diane Perrelli

**Organizational Services**

Jeannette Bekke  
**Retirement Services**  
Rosemary Baker  
**Strategic Asset Management**  
Steve Davis

## Columnist:

Judy Ferrigan  
Safety and Health

## Editors:

Linda Norlock  
Jennifer Rehmann

**Director of Organizational Development:**

Tim McCormick

iDMB is an electronic newsletter produced monthly by Organizational Services for the employees of the Department of Management and Budget. If you have questions or comments please call (517) 335-5283.

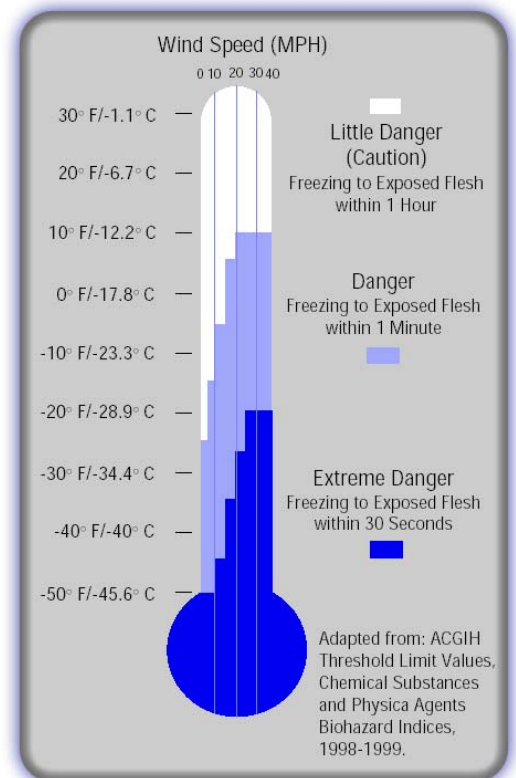
## Avoiding cold-weather injuries

When low temperature is compounded by wind speed and wetness, there is greater risk of injuries and illness. This winter's especially cold weather has the potential to cause serious cold-related injuries. When the body is not able to warm itself, serious tissue damage - or death - can occur.

When land temperatures are above freezing or water temperatures are below 98.6 degrees F, people risk hypothermia. Cold-related illnesses can slowly overcome a person who has been chilled by low temperatures, brisk winds or wet clothing.

To avoid injury, the American Red Cross recommends these steps:

- Wear a hat and layers of clothing made of tightly woven fibers, such as wool, which trap warm air against the body.
- Keep vulnerable areas, such as fingers, toes, ears and nose, covered.
- Drink plenty of warm fluids to help the body maintain its temperature. If hot drinks are not available, drink plenty of plain water. Avoid caffeine and alcohol, which hamper the body's heat-producing mechanisms.
- Take frequent breaks from the cold to let the body warm up and better withstand brief periods of exposure to extreme cold.



## Partnership improves real estate resources

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Krisanne McConnell directed the team of 10 MCGI staff members, who spent five weeks reviewing and verifying data from more than 650 leases. Because lease files cannot leave possession of the Real Estate Division, the MCGI staff as well as computers, data and phone lines, and workstations were relocated to the real estate offices. MCGI team members included Melissa Piesko, David Tarrant, Necole Staron, Catina Rademacher, Joel Locke, Beverly Lewis, Josh Ross, Mike Udvare and John Chrenka.

Working with the group were Real Estate Division staff members Dave Arking, Maureen Bailey, Judy Bobo, Ashley Jones, Mike Van Setters, Roxanne Pittman, Misty Boulis, Aimee Pena, Bernice Sullivan, Julie Kluge and Joe Chin.

The teams celebrated their accomplishment with a pizza luncheon.

The DMB/DIT partnership will be an ongoing effort as the state continues working to revise its real estate portfolio.